

***WESTERN NEW YORK  
REGIONAL INFORMATION CENTER  
Chapter 793 Plan  
2009-2010***

**Progress report as of September 18, 2009**

**Progress since last WNYRIC Advisory Council meeting is in  
red ink and italics.**



**OBJECTIVE 1-COSER 6360:**

*Common Set of Learning Objectives: Continue to enhance professional development and technology integration options.*

Activity/Action Needed to accomplish objective	Timeline Start/End	Who is responsible for the objective?	Completion Criteria
1.01 <b>Develop and deliver several new regional workshops:</b> <b>1.01.1-Smartboards in the Classroom</b> <b>1.01.2-Digital Storytelling</b> <b>1.01.3-Collaborative Online Lesson Development (COLD)</b>	July 2009 – June 2010	Manager of Instructional Technology	<p>Workshops provided to districts on: Smartboards in the Classroom and Digital Storytelling.</p> <p><i>The Smart Classroom – October 8, 15, &amp; 22 (Erie 1 &amp; O/N)</i>  <i>October 15, 23, &amp; 29 (Erie 2)</i>  <i>March 4, 10, &amp; 22 (Erie 1 &amp; O/N)</i>  <i>March 18, 24, &amp; 30 (Erie 2)</i>  <i>Can also be replicated in an individual district.</i></p> <p><i>Digital Storytelling – August 4,5,6 (Erie 1 &amp; O/N)</i>  <i>October 28, Nov. 10 &amp; 16 (Erie 1 &amp; O/N)</i>  <i>March 29, April 8, &amp; 16 (Erie 1 &amp; O/N)</i>  <i>Can also be replicated in an individual district.</i></p> <p><i>Collaborative Online Lesson Development (COLD) –</i>  <i>December 8, March 2, ongoing (GST)</i>  <i>December 10, March 4, ongoing (CAEW)</i></p>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
1.02	Investigate and develop Internet2 resources for teachers and students	July 2009 – June 2010	Manager of Instructional Technology	Provide information for teachers to use in the classroom. Investigate virtual field trips for teachers using the Internet 2 resources. Develop resources for use on Internet 2 including the Erie Canal Project for 4 <sup>th</sup> grade teachers in NY state. <i>A meeting to discuss K-12 initiatives and resources with Internet 2 was held on September 15, 2009. Internet 2 will also be presenting at the EMTA, DL &amp; Model Schools conference held on September 24 &amp; 25, 2009. There will be a panel discussion among the RICs and BOCES attending about how to best utilize Internet 2 in the classroom.</i>
1.03	Utilize and support teachers in their use of multi-user virtual environments.	July 2009 – June 2010	Manager of Instructional Technology	Develop WNYRIC building on Lighthouse Learning Island in Second Life. Develop and utilize curriculum groups in Second Life or other MUVES. <i>The WNYRIC building on Lighthouse Learning Island is currently being utilized as a meeting place for teachers from around the world. There was a meeting on September 13, 2009 with a holocaust survivor where attendees toured the holocaust museum in Second Life. There will be a virtual worlds panel discussion at the EMTA, DL &amp; Model Schools conference as well. Two Model Schools team members will speak on the panel about the utilization of Second Life for professional development and using River City in middle school classrooms.</i>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
1.04	Work with district personnel to determine needs for additional technology tools	July 2009 – June 2010	Manager of Instructional Technology	<p>Additional tools to enhance offerings will be available through the RFP process.  <i>An RFP for instructional software for RTI will be released in September and forums will be held to determine appropriate applications to be awarded.</i></p> <p><i>The e-portfolio RFP was awarded at the September board meeting to two companies - Richer Picture and Schoolwires Synergy. Both met the functionality needs outlined in the RFP. A forum was held on July 24, 2009 where several districts provided feedback.</i></p>
1.05	Pursue grant funding to develop an online resource portal for Instruction and Technology Leadership	July 2009 – June 2010	Associate Director- Instructional Resources, Instructional Technology and Staff Development	Funding is available for development to begin.

**OBJECTIVE 2-COSER 7710:**

*Improve and expand district experience with the WNYRIC Website.*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
2.01	Design new Website in Websphere portal	July 2009 and ongoing	Associate Director - Management Services and Application Development	WNYRIC website is available <i>In development, with a target date of November 1,2009 to go live.</i>
2.02	Implement communities for collaboration among stakeholder groups or communities of interest	July 2009 and on-going	Associate Director - Management Services and Application Development	Communities are available <i>Service is available, 1 district is implemented and active; 1 district is in the planning stages.</i>
2.03	Implement remote support tool through the service Website including presence awareness	July 2009 and on-going	Associate Director - Management Services and Application Development	Remote support tool is in use <i>NTR software tool is now available and in use by many service teams to support district users.</i>
2.04	Form a focus group to inform WNYRIC design and information delivery using Web tools	July 2009 and on-going	Associate Director - Management Services and Application Development	Focus group is formed, meetings taking place

**OBJECTIVE 3-COSER 7710:**

*Testing, Assessment and Data Analysis: Increase the comprehensiveness of the WNYRIC Data Warehouse, and explore new data related service offerings.*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
3.01	Continue to share existing and develop new forums for sharing best practices in regards to data analysis.	July 2009 – June 2010	Sr. Coordinator, Data Warehouse	Sharing of best practices at various forums. <b>Four CIO meetings scheduled for 09-10 in each of the BOCES (September, November, March and May). Data Warehouse workshops on Verification Reports and training for new CIO's are also scheduled for 09-10.</b>
3.02	Explore the development of a data dashboard including data from the Level 1 Data Warehouse and other sources.	July 2009 – June 2010	Associate Director - Management Services and Application Development	Data dashboard is developed.
3.03	Explore ways of capturing additional data about students to help districts make decisions about instruction and pupil services	July 2009 – June 2010	Associate Director - Management Services and Application Development	Inclusion of additional student data in the Data Warehouse. <b>Proof Of Concept completed for extracting course section data from PowerSchool and eSchoolData; load plans developed for level 1. Discussion with districts to begin at September CIO meeting.</b>
3.04	Explore ways of capturing non-student data to help districts make financial, facilities-related, and other decisions	July 2009 – June 2010	Associate Director - Management Services and Application Development	A data model is developed to determine the inclusion of non-student data based on district interest.

3.05	<b>Investigate loading to the Data Warehouse formative and summative assessment data collected through online assessment products.</b>	July 2009 – June 2010	Sr. Coordinator, Data Warehouse	<p>Loading/reporting of online data sets to the Data Warehouse, collaboration with local BOCES personnel in the delivery of staff and curriculum development around these data.</p> <p><i>Service to provide districts with the ability to pretest the current students in grades 3-8 using last year's SED tests. Preprinted answer sheets will be provided, scanned and loaded to the Level 1 Data Warehouse for analysis.</i></p>
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Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
3.06	Continue to investigate data and resource requirements needed to support teacher level reporting and security.	July 2009 – June 2010	Sr. Coordinator, Data Warehouse	Develop processes for supporting teacher-level reporting. <i>Team members are participating on a statewide committee regarding loading staffing information utilizing a teacher ID.</i>
3.07	Evaluate training needs of Level 1 users, compare to current offerings and define additional training services as necessary to meet needs.	July 2009 – June 2010	Sr. Coordinator, Data Warehouse	Regularly scheduled trainings available for district personnel. <i>Regularly scheduled training sessions are scheduled for fall 2009. Workshops focus on data verification, new users, cube views and exports.</i>
3.08	Develop Individual Student Reports (ISRs)/Parent Reports for subject areas not already provided by SED.	July 2009 – June 2010	Sr. Coordinator, Data Warehouse	Additional ISRs are available as an additional service to districts. <i>ISR for the NYSESLAT assessment is now available.</i>



**OBJECTIVE 4-COSER 7710:**

*Student Services: Add or enhance existing management information systems to improve efficiency, accessibility, reliability, and security as well as to extend functionality.*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
4.01	Continue to investigate software to improve efficiency and offer cost effective solutions related to student data management.	July 2009 – June 2010	Manager, Student Management Services	New services developed based on district requirements. <i>Support for two student health applications, SNAP and HealthOffice is now available. Demonstrations are scheduled to begin on October 7, 2009.</i>
4.02	Promote best practices in data management to increase accuracy in data reporting.	July 2009 – June 2010	Manager, Student Management Services	Regular workshops for each student management system with a focus on entering and maintaining accurate data are available.
4.03	Continue to promote interoperability strategies using SIF to include real time movement of data from additional student system(s) to student-related applications.	July 2008 – June 2012	Manager, Student Management Services	Expanded and ongoing implementations of SIF agents to connect with student management systems are available.
4.04	Investigate software options to increase data analysis of student management system data.	July 2009 – June 2010	Manager, Student Management Services	Implement student system data analytics tools for use with eSchoolData and PowerSchool.

**OBJECTIVE 5-COSER 7710:**

*Financial Services: Add or enhance existing financial management systems, to improve efficiency, accessibility, reliability, and security, as well as to extend functionality.*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
5.01	Continue to investigate software to improve efficiency and offer cost effective solutions related to finance and HR data management.	July 2009 – June 2010	Manager, Financial/HR Management Services	New services developed based on district requirements
5.02	Implement Finance Manager and WinCap Time and Attendance biometric/swipe card modules in districts	July 2009 – June 2012	Manager, Financial/HR Management Services	<i>Time and Attendance systems have been implemented by the vendors in pilot districts.</i>
5.03	Implement the new Web Inventory system for interested school districts and BOCES	November 2009 - June 2012	Manager, Financial/HR Management Services	<i>Application is being beta tested by Erie 1 BOCES, with a rollout date of October 1, 2009. Planning for implementations to be scheduled with interested districts for district owned assets.</i>
5.04	Convert all customers currently participating in the legacy Textbook Loan service, both public and non-public schools, to the new Web Textbook Loan application; increase the number of participating districts	November 2009 – June 2010	Manager, Financial/HR Management Services	All current customers converted in time to order books for the 2010-11 school year and record of new customers is available.
5.05	Enhance newly developed Web Event Management and Registration (EMR) including tie to PDP Premier, implement districts	July 2009 – June 2012	Manager, Financial/HR Management Services	Implementation of system is complete and ongoing support for districts is underway. <i>Integration between PDP Premier and EMR is complete.</i>

**OBJECTIVE 6-COSER 7710:***Web Services: Websphere Portal Development*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
6.01	<b>Continue development and implementation of Web-based Online Supplies and Project Tracking to address school district and BOCES audit and legal compliance requirements as well as ease of communication and tracking of information for school districts.</b>	July 2009-June 2010	Supervisor Web Development Portal & Messaging	Systems are developed and WNYRIC customers are trained on use to access WNYRIC project, inventory and supplies information for their district. <i>Districts to be trained on viewing their WNYRIC Inventory in the October/November timeframe.</i>
6.02	<b>Develop and implement, customized portals (virtual portals) for school districts and/or BOCES</b>	July 2009-June 2010	Supervisor of Web Development Portal & Messaging	Virtual Portals and separate Web pages are implemented in a district <i>MyDistrict intranet site is in design to deploy to districts with a community or other portal application.</i>
6.03	<b>Research Virtualized Desktop alternatives compatible with Portal</b>	July 2009-June 2010	Associate Director - Infrastructure	A preferred alternative is identified and proven feasible and cost effective

**OBJECTIVE 7-COSER 7710:***WNYRIC Identity Management Implementation*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
7.01	<b>Provide single sign-on to externally hosted applications through Federation.</b>	July 2009-June 2011	Sr. Coordinator for Systems, Operations & Security	Tivoli Federated Identity Management system is implemented at the WNYRIC and service is available to school district customers for directories, SED, RICs and other BOCES.
7.02	<b>Analyze implementing Access Management software to provide secure logon to other types of applications (Servers and Desktop)</b>	November 2009-June 2011	Sr. Coordinator for Systems, Operations & Security	Investigation and research results provided in a report with recommendations leading to implementation.
7.03	<b>Expand existing password policies and SSO to additional Web applications</b>	July 2009-June 2012	Associate Director, Infrastructure	<p>Password policies are implemented at the WNYRIC and service is available to school district customers.</p> <p><i>Testing additional applications. Sametime, ProcessIt and Avanti.</i></p>
7.04	<b>Develop directory integration service for districts and BOCES</b>	September 2009-June 2011	Sr. Coordinator for Systems, Operations & Security	<p>Directory service integration is operational.</p> <p><i>Analysis and programming of assembly line for WINCAP application is in progress.</i></p>

**OBJECTIVE 8-COSER 7710 and 6360:***Enhanced use of the network with real-time communication applications, including connecting to other RICs*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
8.01	<b>Enhance the WNYRIC VoIP service, which would include Unified Communications and related upgrades and maintenance, including a service delivery and support model, partnering with local BOCES as appropriate, and VoIP monitoring tools to proactively maintain proper service level.</b>	July 2009-June 2010	Supervisor, VoIP	VoIP telephone systems are supported as a WNYRIC service. WNYRIC has the ability to generate and implement VoIP projects and receive support requests and resolve issues. WNYRIC has monitoring system in place, generating alarm notifications, along with diagnostic tools and training on supported systems.
8.02	<b>Refine district integrated VoIP collaboration tools (Sametime/Agile) in cooperation with the messaging and portal team.</b>	July 2009-June 2010	Associate Director, Infrastructure	WNYRIC is able to house shared equipment to allow districts to establish presence awareness, click to IM/call and provide video collaboration.  <i>ACE 2.0 has been installed. Sametime servers have been upgraded and testing is underway.</i>
8.03	<b>Investigate alternatives for connection to Statewide RIC to RIC network, and leverage statewide aggregate Internet2 capacity.</b>	July 2009-June 2010	Supervisor, Wide Area Network	Ability to send and receive data with other RICs via new connection and ability to send/receive data with Internet2 via the RIC to RIC network  <i>Connected to NYSERNET and established a connection with RIC to RIC network- testing network traffic.</i>
8.04	<b>Research and evaluate hardware maintenance needs related to RIC Services (e.g. folders/ inserters)</b>	July 2009-June 2010	Associate Director - Operations	New offerings will be detailed in the 2010-11 Service Directory  <i>Meetings have been held with two vendors to explore the possibility of offering an option for preventative maintenance on projectors. More research and evaluation is needed.</i>

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
8.05	Research and investigate Virtual Desktop alternatives for administrator and student use	July 2009-June 2011	Associate Director-Operations	Investigation and research results provided in a report with recommendations leading to implementation  <i>Investigation has determined this is not a practical solution at this time.</i>
8.06	Provide collaborative tools and communities within a Web Portal <ul style="list-style-type: none"> <li>• VoIP</li> <li>• QuickR</li> <li>• Blog portlet</li> <li>• Portal Doc Management</li> <li>• Sametime/Agile</li> </ul>	July 2009-June 2010	Associate Director-Infrastructure	Several Collaboration tools are available for customers to use. <i>Quickr communities including Blog portlets, wikis and documents are in use in portal.</i> <i>The Agile server has been installed and tested with the Sametime client.</i>

**OBJECTIVE 9-COSER 7710:**

*The WNYRIC will explore changes in how schools must manage electronic records and incorporate relevant changes.*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
9.01	<b>Through a New York State Archives Grant Erie 1 BOCES will improve management of electronic records. The WNYRIC will continue to monitor changes in regulations on electronic records from the NYS Archives. Through this process the WNYRIC will gain understanding of electronic records management operations, including exploring the enhancement of the current FileBound System to meet the identified needs of the Erie 1 BOCES Record Retention Grant</b>	July 2009-June 2010	Associate Director - Operations	WNYRIC will assist with Identification of additional record series that should be included as part of a school district's management of electronic documents based on expanded features of FileBound and services for electronic archival of such records will be in place  <i>Waiting grant award determination on grant funding request to enhance FileBound System with a records retention and disposition module.</i>

**OBJECTIVE 10-COSER 7710:***Infrastructure and Operation: WNYRIC Infrastructure Enhancements*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
10.01	<b>Enhance Disaster Recovery and Business Continuity preparedness</b>  <b>Refer to Objective 11</b>	July 2009-June 2010	Associate Director - Infrastructure	Current Disaster Recovery & Business Continuity plans are transitioned into an electronic software planning tool.
10.02	<b>Establish secondary Data Center</b>  <b>Refer to Objective 11</b>	July 2009-June 2010	Associate Director - Infrastructure	A secondary data center is established and operational.
10.03	<b>Evaluate server room environmentalals to ensure the WNYRIC Server Room is equipped for optimum capacity using the most cost effective measures (Generator/UPS/AC/Halon/Physical Security)</b>	July 2009-June 2010	Sr. Coordinator for Systems, Operations & Security, Supervisor	Server room has adequate capacity to meet the needs of the future. <i>Server room's physical security access control system access list reviewed quarterly.</i>
10.04	<b>Evaluate Portal infrastructure to ensure capacity for adequate performance</b>	July 2009-June 2010	Sr. Coordinator for Systems, Operations & Security	Portal Application hardware, software and support have adequate capacity to meet the needs of the future. <i>Enterprise server memory was expanded in August 2009. Upgrade of dasd storage is in progress.</i>
10.05	<b>Research and investigate security procedures and issues (FBI/Infragard/Security Threats/Illegal Activity/AUP violations)</b>	July 2009-June 2010	Associate Director - Infrastructure	Investigation and research results provided in a report. Documented procedures to be able to act upon any security issues are in place  Annual meeting with FBI and Infragard. Annual review of AUP compliance.
10.06	<b>Research and investigate remote control / support technologies and monitoring software.</b>	July 2009-June 2010	Associate Director - Operations	Monitoring system is in place performing automated procedures and generating alarm notifications.  <i>NTR Support is in place. Complete</i>



Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
10.07	<b>Growth towards 24x7 LAN and WAN support.</b>	July 2009-June 2010	Associate Director - Infrastructure	Able to accept and act upon LAN / WAN support issues 24 X 7  <i>Data from off hours reports continue to be compiled and evaluated.</i>
10.08	<b>Ongoing technical research and development through external resources such as InfoTech and Gartner</b>	July 2009-June 2010	CTO and Associate Directors	Appropriate technology research results in future services.

**OBJECTIVE 11-COSER 7710:***Enhance Disaster Recovery & Business Continuity Plans and Procedures*

Activity/Action Needed to accomplish objective		Timeline Start/End	Who is responsible for the objective?	Completion Criteria
11.01	<b>Establish 2<sup>nd</sup> telecommunications center that is redundant for network activity in case of loss of 355 Harlem Road location, with 2<sup>nd</sup> Internet connection, designed for automatic failover</b>	July 2009-June 2010	Associate Director - Infrastructure	Second center is implemented with necessary network components to survive loss of 355 Harlem Road location  <i>2<sup>nd</sup> Internet connection and necessary WAN equipment has been installed, tested and implemented at second center.</i>
11.02	<b>Routine testing of the telecommunications network to ensure automatic failover</b>	July 2009-June 2010	Supervisor, Wide Area Network	Successful tests are accomplished and documented
11.03	<b>Refine Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for WNYRIC applications</b>	July 2009-June 2010	Associate Director - Infrastructure	Publish document stating RTO/RPO for each application
11.04	<b>Establish 2<sup>nd</sup> data center that is redundant for priority WNYRIC applications in case of loss of 355 Harlem Road location</b>	July 2009-June 2011	Associate Director - Infrastructure	Second center is implemented with necessary server components to survive loss of 355 Harlem Road location.  <i>Analysis and planning of hardware requirements is in progress.</i>
11.05	<b>Update Disaster Recovery plan (Mitigator) to include Business Continuity plans, RPO/RTO objectives, 'playbook', current staff procedures.</b>	July 2009-June 2010	Associate Director - Infrastructure	DR/BC plan is hosted online, completed and process is in place to continually keep current.  <i>Plans are being entered into the Mitigator software by a pilot group of staff.</i>